

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions and listings of claims in the application.

Listing of Claims:

Claims 1-57 (Canceled).

Claim 58 (Previously Presented): A method comprising:

providing an online dispute resolution system electronically coupled to an electronic marketplace that provides a website by which users buy and sell items, wherein the electronic marketplace includes a database that stores transaction data that describes transactions within the marketplace;

electronically receiving with the online dispute resolution system at least a portion of the transaction data from the database of the electronic marketplace in response to initiation of a dispute; and

utilizing the received portion of the transaction data in accordance with a dispute resolution process to assist the users in resolving disputes relating to the transactions within the electronic marketplace.

Claim 59 (Previously Presented): The method of claim 58, further comprising:

electronically receiving with the online dispute resolution system communications from the users of the electronic marketplace to initiate filing of disputes; and

initiating the online dispute resolution process in response to the communications.

Claim 60 (Previously Presented): The method of claim 58, further comprising:

electronically receiving with the online dispute resolution system enrollment requests from the sellers of the marketplace; and

automatically initiating enrollment of the sellers within the dispute resolution system in response to the requests.

Claims 61-68 (Cancelled).

Claim 69 (Previously Presented): A method comprising:

storing transaction data in a database of a electronic marketplace, wherein the transaction data describe transactions within the electronic marketplace;

receiving case information with an online dispute resolution system from one or more parties, wherein the case information describes a dispute related to one of the transactions of the electronic marketplace; and

executing a dispute resolution process with the online dispute resolution system that receives at least a portion of the transaction data stored from the database of the electronic marketplace without human intervention in response to initiation of the dispute and uses the received portion of the transaction data and the case information from the parties to assist the parties in resolving the dispute.

Claims 70-72 (Cancelled).

Claim 73 (Previously Presented): A system comprising:

an online dispute resolution system that executes a dispute resolution process; and
an electronic marketplace system that includes:

(i) a web server that provides a centralized trading place for a plurality of buyers and a plurality of sellers,

(ii) a database that stores data, and

(iii) a software object that communicates the data from the database to the online dispute resolution system to inform the online dispute resolution system of transactions performed by the plurality of buyers and the plurality of sellers within the electronic marketplace system.